

HUMAN RESOURCE MANAGEMENT PROFESSIONALS EXAMINATIONS BOARD

HRMPEB SERVICE DELIVERY CHARTER



Our Vision

Ethical people-centric human resource professionals.

Our Mission

To develop and review curriculum, examine and certify human resource professionals.

Our Core Values

Integrity, professionalism, Innovation, Sustainability, Responsiveness, Teamwork.

Our Mandate

The mandate of HRMPEB is to develop and prescribe human resource curricula, manage professional examinations and certify qualified candidates.

Services Offered	Commitment to Clients	Timelines	Applicable fee	Our expectations from stakeholders
1. Feedback on customer enquiries and other correspondence	1.1 Answer telephone calls	Within four (4) rings	Free	Call +254799016630 or +254710560560
	1.2 Attend to visitors	Within Ten (10) minutes of arrival	Free	Visit HRMPEB offices, Mwalimu Sacco towers at Upperhill
	1.3 Respond to enquiries:	Within forty-eight (48) hours	Free	Lodge queries through the official email and social media pages
	(a) Email (b) Social media	Within 1 hour	Free	

	1.4 Post/Courier/Drop in's (a) General Correspondence (b) Technical	Within four (4) working days Within seven (7) working days	Free Free	Written enquiry
2. Examinations and related services	2.1 Hold examinations on scheduled dates and times (a) CHRP (b) Certificates and Diplomas	Bi-annually in June and November April, August and December	Examination fee	Book for the examinations within the stipulated timelines/cut-off dates
	2.2 Circulation of examinations (timetables) and rules (a) CHRP (b) Certificates and Diplomas	1st Week of January and July on https://hrmpeb.or.ke/ 1st Week of January, May and September	Free	Download the timetable from the https://hrmpeb.or.ke/ Provide reliable email addresses

	2.3 Processing of Registration	Within (3) days after receiving application	Registration Fee	Pay Full Registration Fees
	2.4 Processing of Exemptions	Within (7) days of paying the Exemption fees	Exemption Fee	Pay Full exemption Fees before examination
	2.5 Release of Examination Results	Within (30) working days after the last date of examination	Free	Download the result notification from https://hrmpeb.or.ke/
	2.6 Issue certificates to successful candidates	Once in a year during the month of October	Free	Collect certificate in person from the office or request to be posted by registered mail
	2.7 Review the examinations syllabuses	Within three years for mid-term review and six years for major review	Free	Ongoing feedback on the syllabuses Participation in the syllabuses review
3. Accreditation	Issue accreditation certificates to qualifying training institutions	Within thirty (30) days of approval for accreditation	Interim and Full accreditation fees	Training institutions to pay accreditation fees and submit required documents
4. Collaborations, linkages and partnerships	Memorandum of understanding	As agreed, upon	As agreed, upon	Each party will be committed to terms and conditions of the MOU in pertinent fields

5. Payment for goods and services	Make payment for goods and services supplied as per specifications	Within thirty (30) days of receipt of a valid invoice, or as per contractual obligations	Free	Deliver quality products and services as per contractual obligations
6. Refund of overpayment	Payment documents	Within 30 days	Free	The beneficiary will remain transparent and provide accurate details
7. Procurement of goods and services	Observe and uphold procurement rules and regulations	As per provisions of the Public Procurement and Asset Disposal Act, 2015.	Respective tender or quotation fee	Deliver quality and timely products and services Observe and uphold procurement rules and regulations

Any service that does not conform to the above standards or any officer who does not live to commitment to courtesy and excellence to service delivery should be reported to the CEO, HRMPEB P.O Box 23733-00100, Nairobi. Tel: +254799016630, +254710560560.

Office Location: Mwalimu Towers 1st Floor Hill Lane Off Mara Road - Upper hill

Nairobi, Kenya. Email address: info@hrmpeb.or.ke / complaints@hrmpeb.or.ke and Website: www.hrmpeb.or.ke